CHAMPS
Community Health Automated Medicaid Processing System

PROVIDER ENROLLMENT
TRAINING GUIDE

ENROLL & MANAGE INDIVIDUAL – RENDERING / SERVICING

REVISION SHEET

Revision Level	Date	Description	Change Summary	Changed By
1	03/24/2008	Initial Release		

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GENERAL INFORMATION

GENERAL INFORMATION

General System Overview

CHAMPS is the Community Health Automated Medicaid Processing System. It is the Michigan Department of Community Health's (MDCH) Medicaid Management Information System (MMIS). CHAMPS provides a secure web portal accessible to a wide range of users, including direct provider access.

The Provider Enrollment portion of CHAMPS will address the following:
- Accessing CHAMPS using the MDCH Single Sign-On web page
- Enrolling as a Billing Agent
- Managing Provider Records to make changes after approval of enrollment

Warning Notice

CHAMPS contains Electronic Protected Health Information (ePHI). All Protected Health Information (PHI), in any format, must only be used or disclosed as permitted by the Health Insurance Portability and Accountability Act (HIPAA) and other applicable state and federal confidentiality laws.

Unauthorized or improper use of this information may result in disciplinary action up to and including termination. MDCH reserves the right to pursue civil or criminal penalties which may include notifying law enforcement officials and regulatory accreditation and licensure organizations.
The HIPAA Security Rule requires standards to assure the confidentiality of ePHI. Data that is downloaded should be saved to the network, not your C:drive (hard drive). ePHI data that is transferred should be encrypted using MDCH standards.

CHAMPS Hotline Information

Please direct any questions or concerns about CHAMPS to the CHAMPS Hotline.
- Phone – 1-888-643-2408
- E-mail – CHAMPS@michigan.gov

Organization of the Training Guide

This Training Guide covers the following Lessons:
1. Lesson 1 – Access CHAMPS via Single Sign-On (SSO)
2. Lesson 2 – Provider Tab Overview

3. Lesson 3 – Enroll as a Billing Agent
4. Lesson 4 – Manage Provider Record
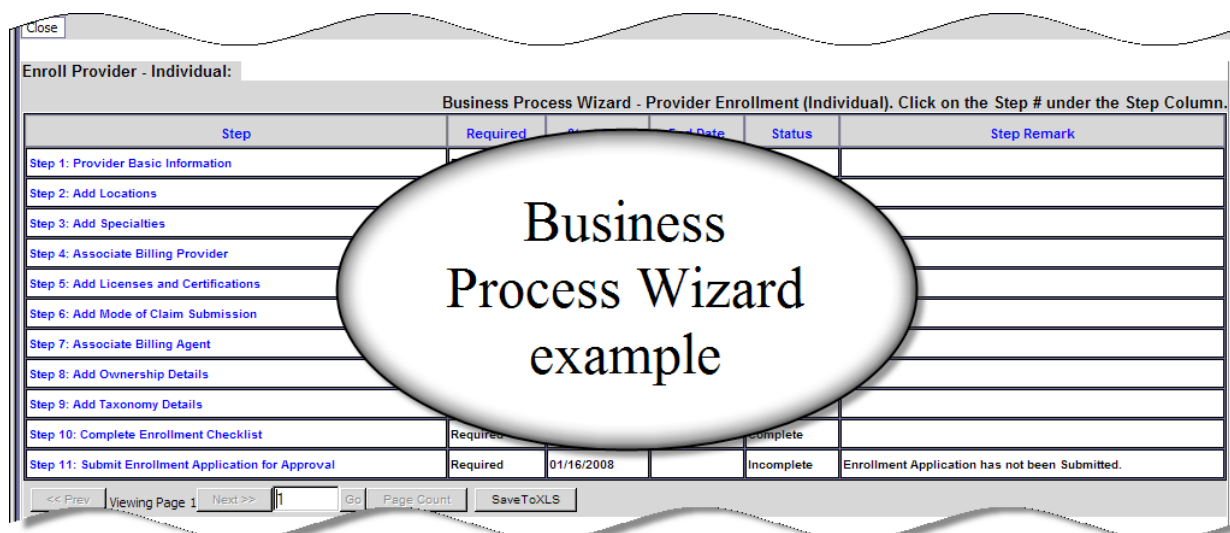5. Appendix A – Acronyms and Abbreviations

CHAMPS System Features

Closing Pages and Windows

NOTE: When you need to exit or close web pages or windows in CHAMPS, **ALWAYS** use the
[Finish], [Close] or any other button available. Do **NOT** use the ☒ button located in the upper-right corner of your page, as this will cause the buttons in CHAMPS to become inactive. If the ☒ button is clicked on accident, press the [F5] key on your keyboard to refresh the screen.

Business Process Wizard

The CHAMPS Business Process Wizard (BPW) is the nerve center of the Provider Enrollment application. Based on Enrollment Types, the Business Process Wizard will provide required and optional steps needed to complete and submit an enrollment application to the Michigan Department of Community Health (MDCH). The Business Process Wizard will label steps as either Required or Optional. It will also display the date each step was started and completed. The Step Remarks column displays system generated messages with information about what is required based on the enrollment application actions.
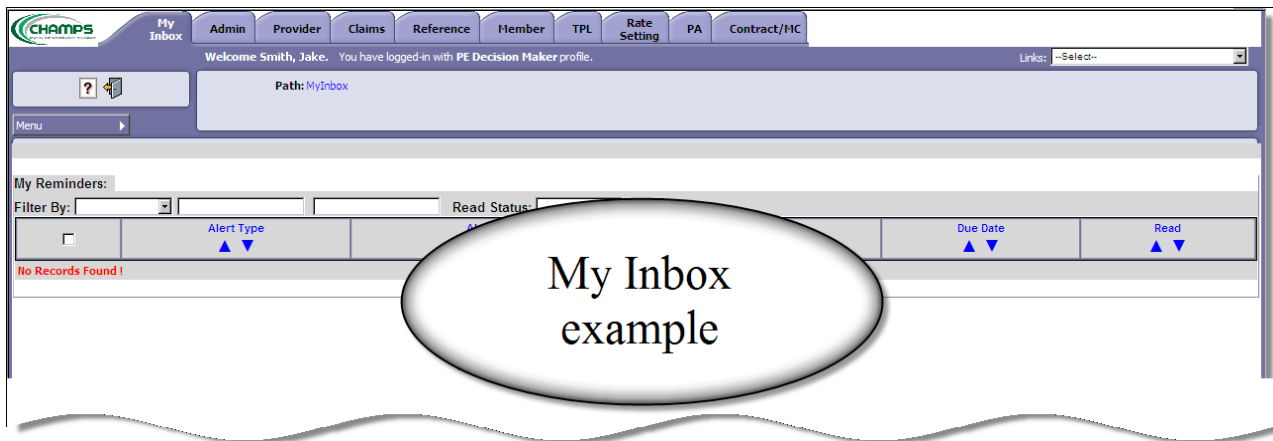
My Inbox

The My Inbox page is accessed by clicking the My Inbox tab at the top of the CHAMPS web application. Just as the name implies, your My Inbox page will display incoming messages transmitted from within CHAMPS. You might also see notifications about your enrollment application here.

Hyperlinks, Buttons, and Dropdowns

Hyperlinks, buttons, and dropdowns appear throughout CHAMPS and can be used for several purposes. Hyperlinks and buttons are most often used for navigating between pages in CHAMPS.

Hyperlinks will have blue text and are usually underlined. Clicking on a hyperlink will take you to the page. For example, when you click the Complete Enrollment Checklist hyperlink in the Business Process Wizard, CHAMPS will take you to the Enrollment Checklist page.

Buttons can have more than one function. For example, clicking the Submit or Next button will take you to the next stage of a process. Clicking the Finish, OK, or Close buttons will generally close the page you are on. And clicking the Save button will save the information on the page.

Drop-down lists will provide you with options to choose. For example, you could see something simple like "Yes" or "No" choices in a drop-down list. Other drop-down lists will display search choices. A drop-down list may also be used as a way of compressing a list of hyperlink options for a user to use as a navigation tool.

Filter By

When you access a page in CHAMPS that shows you a list (for example, a list of Specialties/Subspecialties), you have the ability to search for specific items in that list.

The Filter By function provides you with a drop-down list of choices that you combine with text fields to narrow the number of records returned. Each time you select an option in a Filter By field, you need to enter text in the appropriate text box. For example, if you want to Filter By "Date," you would put specific beginning and end dates in the following text boxes.

NOTE: All dates in CHAMPS must be entered using the **MM/DD/YYYY** format.

You also have the ability to use a wildcard in your search criteria. This means that you can enter a partial word or value in the text box and follow it with a percent sign (%) to retrieve the records that match the partial word. Because lists often have some kind of default filter on them, you can also use the percent sign (%) by itself to bypass the default filter or to indicate you want to see all of the records that meet your selected Filter By option.

After using the Filter By drop-down menu and entering search criteria in the text boxes, you can click the Go button on the screen or press the Enter key on your keyboard to display the filtered list.
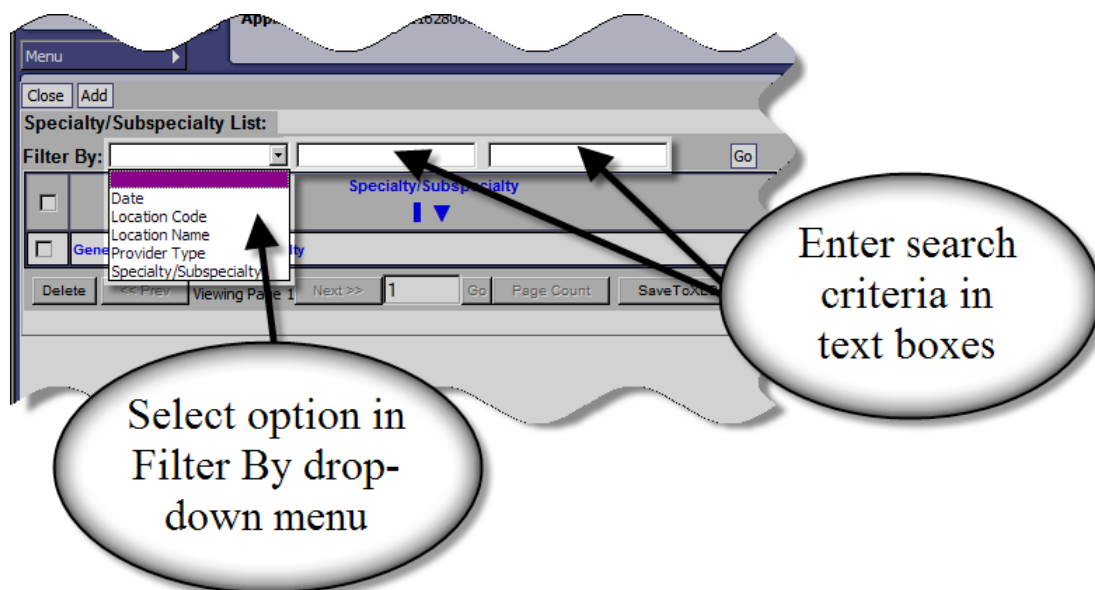
Address Standardization

CHAMPS uses software to standardize addresses entered into the CHAMPS system. This software also verifies that addresses are valid. If CHAMPS is unable to validate an address during enrollment or revalidation, verify the address at the United States Postal Service (USPS) website for the correct format and zip code. The address must appear in CHAMPS exactly as it does in the USPS database.

Links Menu

The Links Menu is a drop-down menu providing you with external Internet links that are frequently used in the application process.
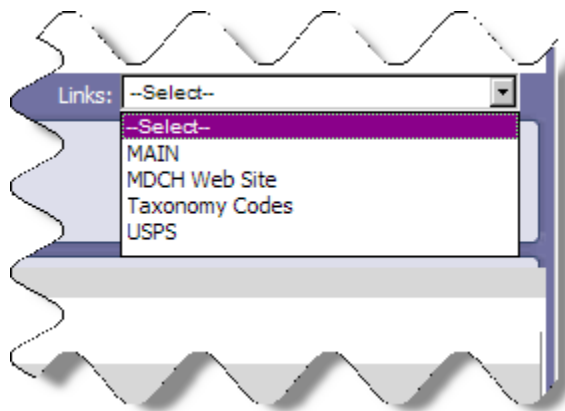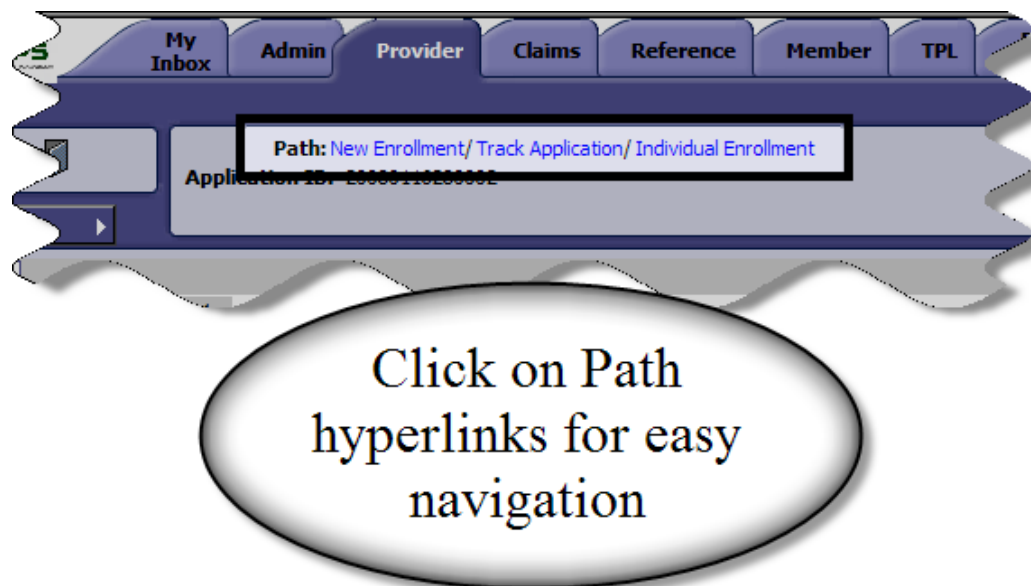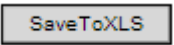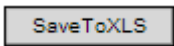
Path

Near the top of the CHAMPS web pages you will see a hyperlinked path which shows where you are and the path you took to get there. At any time you have the ability to click on any of the hyperlinks in the path to return to that area.


Save to XLS

CHAMPS provides you with the ability to save data to an Excel spreadsheet. Click the [SaveToXLS] button on screen to export data. You will need to disable (turn off) the pop-up blocker in your Internet browser and enable (turn on) the automatic prompting for file downloads to get the Save to XLS function to work. When you click the [SaveToXLS] button, you should select the **Open** option. You can then, if needed, save the file from the open spreadsheet.

Warning Notice: *The downloaded file may contain Electronic Protected Health Information (ePHI). All Protected Health Information (PHI), in any format, must only be used or disclosed as permitted by the Health Insurance Portability and Accountability Act (HIPAA) and other applicable state and federal confidentiality laws.*
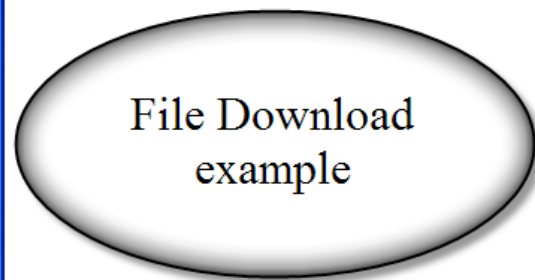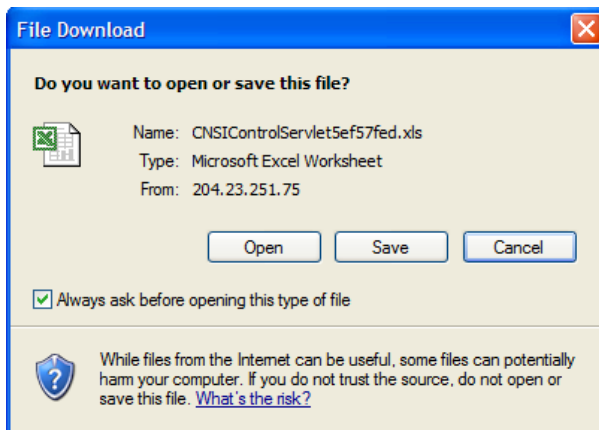
LESSON 1 – ACCESS CHAMPS VIA SINGLE SIGN-ON (SSO)

LESSON 1 – ACCESS CHAMPS VIA SSO

Introduction

The CHAMPS Web Application resides within the Michigan Department of Community Health (MDCH) Single Sign-On (SSO) website. In order to access CHAMPS, you will need to have a valid SSO account.

Lesson Objectives

In this lesson, you will follow the steps required to log into and access CHAMPS. You will:

- Use the MDCH SSO webpage to subscribe to CHAMPS
- Access CHAMPS after receiving subscription approval

Lesson Topics

- Topic A – MDCH SSO Webpage
- Topic B – Subscribe to CHAMPS
- Topic C – Accessing CHAMPS

TOPIC A

MDCH SSO Webpage

To log into CHAMPS, you will need to do the following:

1. Enter the MDCH SSO URL into your Internet browser: https://sso.state.mi.gov

    You will see the login page:
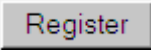
NOTE: If you are a first time user, you will need to click the [Register] button to obtain a User ID and Password. You will then need to follow the steps to create an SSO account (detailed SSO Instructions are available on the MDCH website).
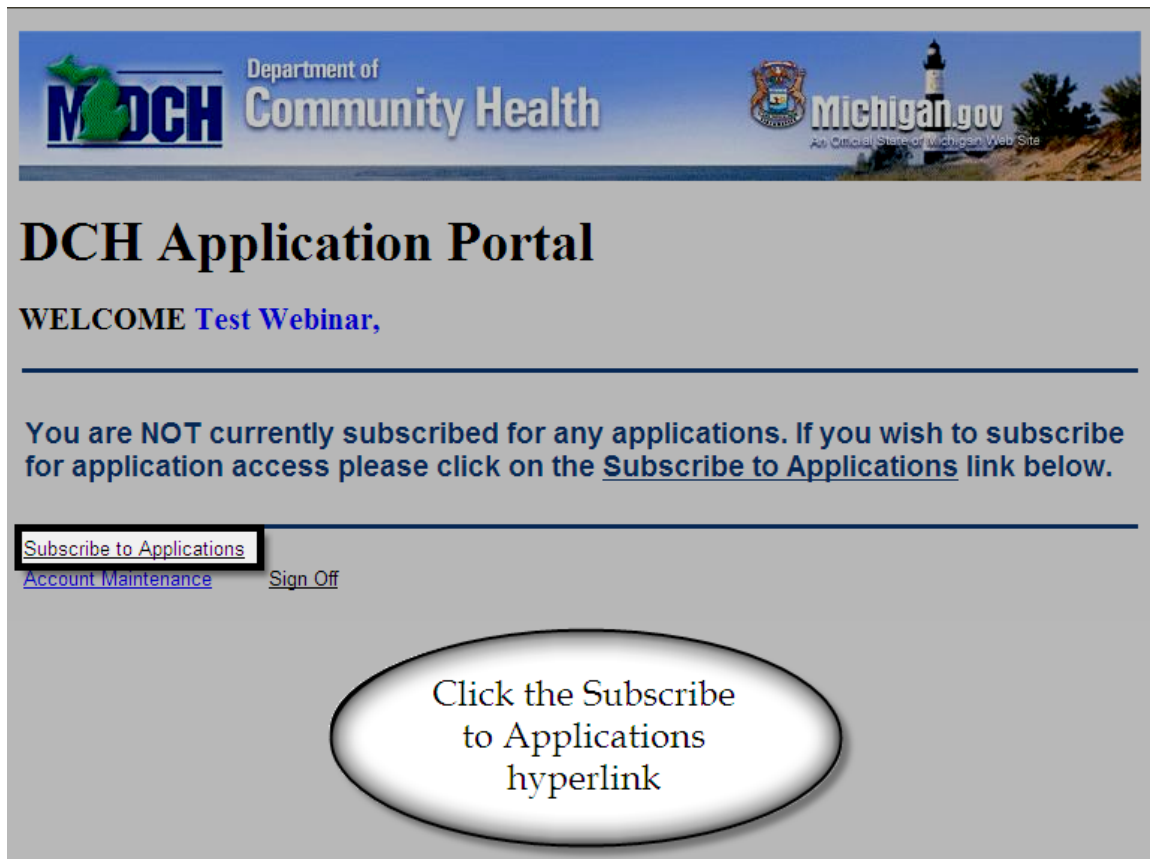
2. Enter your User ID and Password in the appropriate fields and click the [Login] button.

TOPIC B

Subscribe to CHAMPS

1. After you have logged into the SSO website, click the Subscribe to Applications hyperlink.

2. You will see a Subscription page. From the drop-down menus, select DCH – CHAMPS from the first drop-down menu and CHAMPS from the second drop-down menu.

3. Click the [Next] button. You will receive a message indicating your request is in review.

    Your subscription for access to the CHAMPS application should be processed instantly. You will need to log out of the SSO webpage and then log back in. The link will then be available.
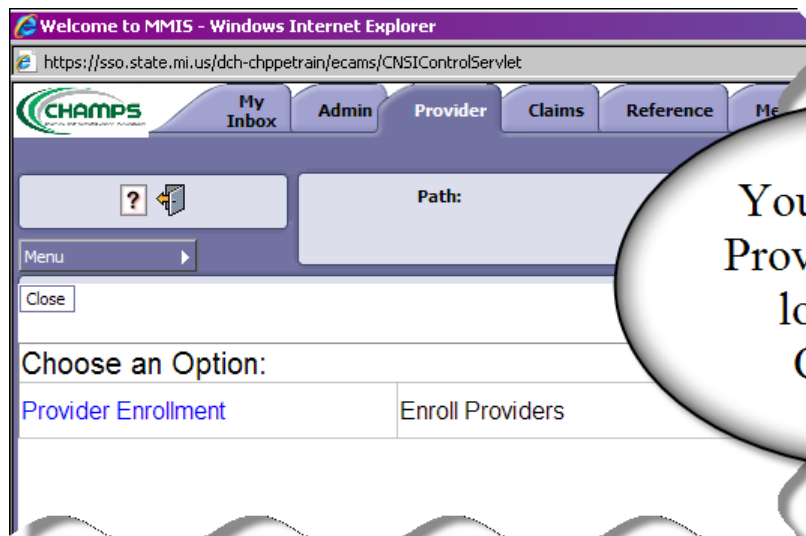
Topic C

Accessing CHAMPS

Once your request to access CHAMPS has been approved, you will see the application hyperlink on the MDCH Application Portal web page after you log into the SSO website.

1. Click on the CHAMPS hyperlink.

2. You will see the Provider tab and the available option(s).

You will see the Provider tab after logging into CHAMPS

LESSON 2 – PROVIDER TAB OVERVIEW

Lesson 2 – Provider Tab Overview

Introduction

The Provider Tab on the CHAMPS Webpage gives you options for interacting with Provider enrollment applications and Provider Records. Please note that you may not have privileges in CHAMPS to access all of the options described in this lesson.

Lesson Objectives

In this lesson, you will become familiar with the Provider Tab on the CHAMPS Webpage. You will:
- Access the Provider Tab
- Access the Provider Enrollment hyperlink

Lesson Topics

- Topic A – The Provider Tab
- Topic B – The Provider Enrollment Hyperlink

TOPIC A

The Provider Tab

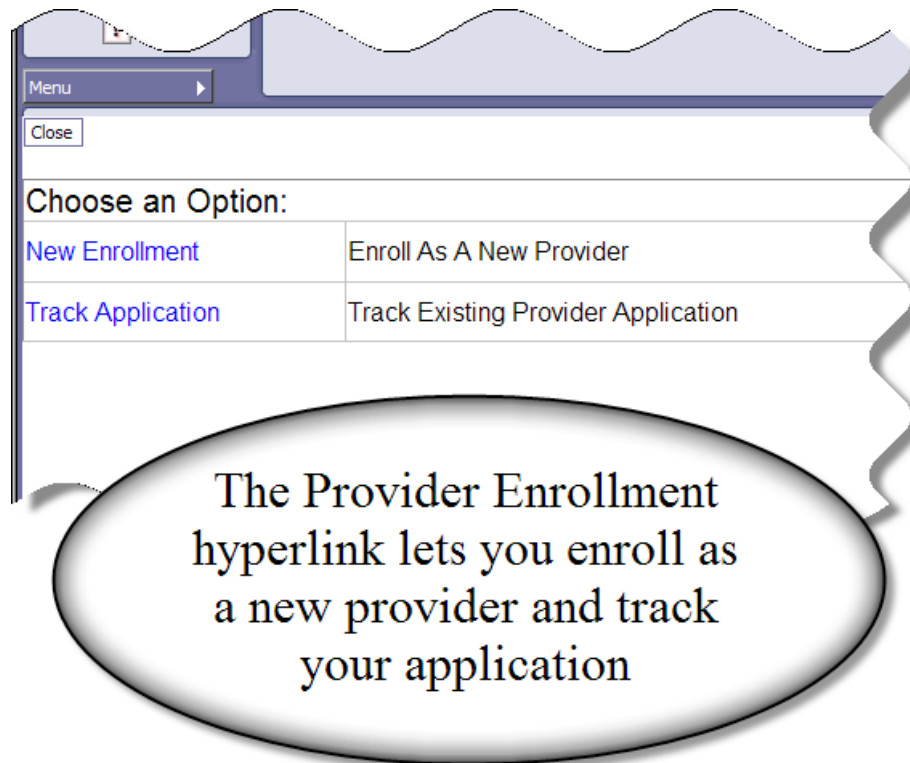When you click the tab labeled Provider, you will see a page with hyperlinks on it.
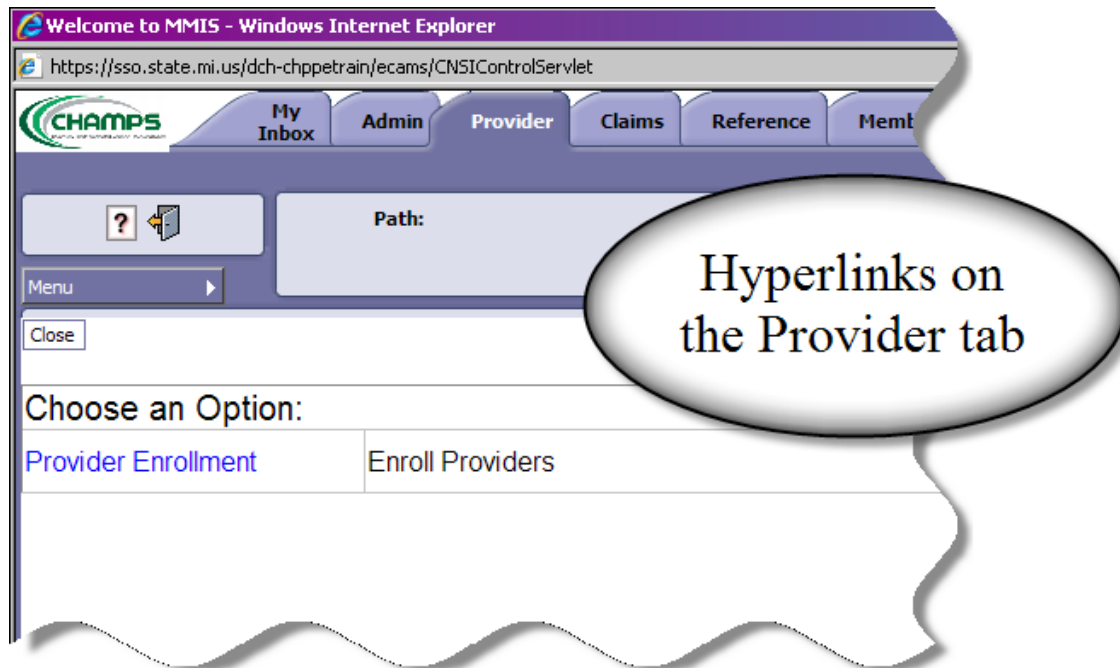
- Clicking the hyperlink labeled **Provider Enrollment** gives you options to begin a new application or track an existing application.

Topic B

The Provider Enrollment Hyperlink

Clicking the Provider Enrollment hyperlink takes you to a page with two (2) hyperlinks on it.

- Click the **New Enrollment** hyperlink to start the enrollment process as a new provider.
- The **Track Application** hyperlink allows you to modify an enrollment application before it is submitted. You will need your Application ID number to use this function. Applications have to be submitted within thirty (30) calendar days of their start date or they are deleted from the staging area.

LESSON 3 – ENROLL AS INDIVIDUAL – RENDERING / SERVICING

Lesson 3 – Enroll as Individual – Rendering / Servicing

Introduction

An Individual/Sole Proprietor with an Applicant Type of Rendering/Servicing is a provider who provides services through a Group, Facility / Agency / Organization (FAO), or an Individual/Sole Proprietor. A Rendering/Servicing provider does not bill directly to Michigan Medicaid. The Billing Provider that is associated to this provider submits claims and receives payments for the Rendering/Servicing provider.

Lesson Objectives

In this lesson, you will learn how to enroll as an Individual – Rendering / Servicing provider. You will:

- Begin the enrollment process
- Add Basic Provider Information
- Add Specialties and Subspecialties
- Associate a Billing Provider
- Add Licenses and Certifications
- Add Ownership details
- Add Taxonomy details
- Complete the Enrollment Checklist
- Modify an application prior to submitting
- Submit the Enrollment Application

Lesson Topics

- Topic A – Begin Enrollment
- Topic B – Specialties and Subspecialties
- Topic C – Billing Provider
- Topic D – Licenses and Certifications
- Topic E – Ownership
- Topic F – Taxonomy
- Topic G – Enrollment Checklist
- Topic H – Modify Application in Process
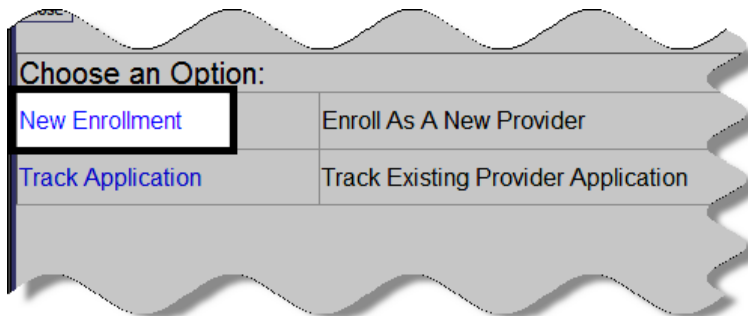- Topic I – Submit Application

Topic A

Begin Enrollment

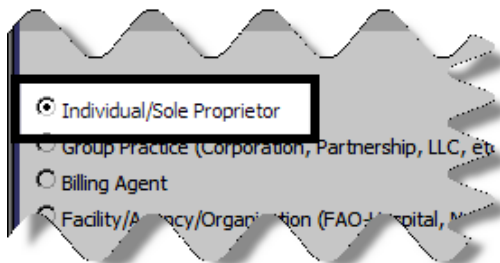1. From the Provider tab, click the Provider Enrollment hyperlink.
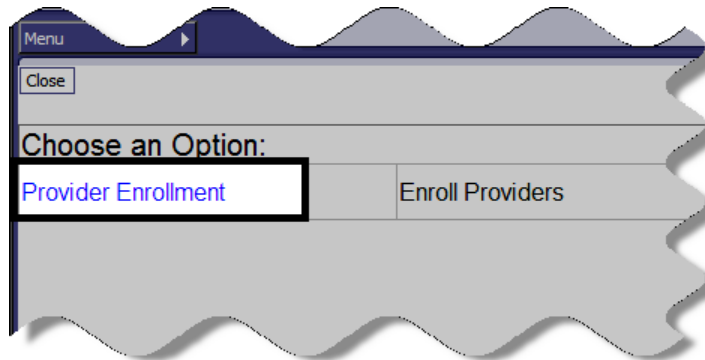
2. Click the New Enrollment hyperlink to begin a new enrollment application.

3. You will see the Enrollment Type selection page. Select Individual/Sole Proprietor.

4. Click the [Submit] button.

5. You will see the Basic Information page. Complete the required fields, which are marked with an asterisk (*) and any desired optional fields.
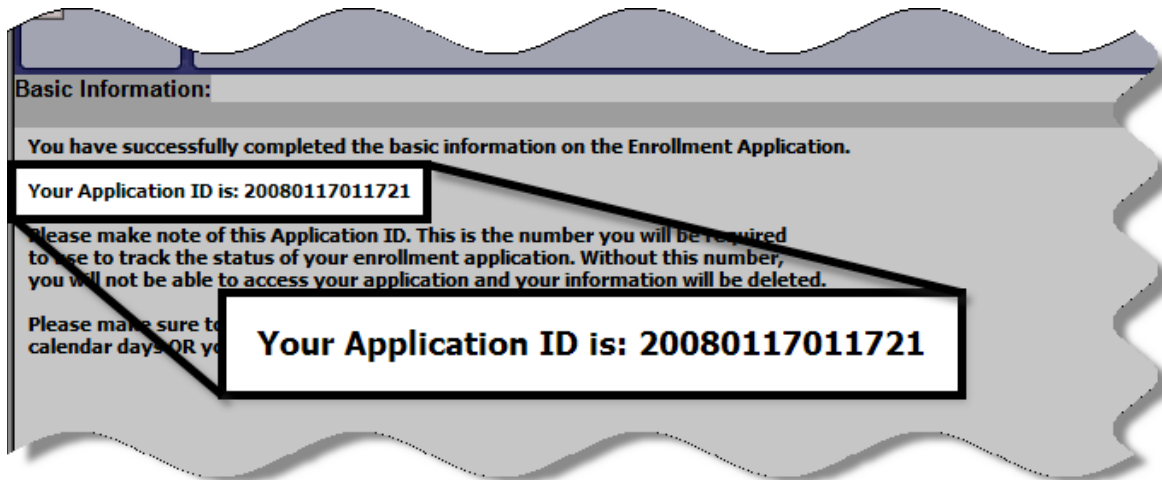
NOTE: Ensure you select Rendering/Servicing Only for the Applicant Type.

6. Click the [Finish] button.

7. CHAMPS creates an Application ID. Record the Application ID number, as you will need this number to track your application. Click the [OK] button to close the window.

Basic Information:

You have successfully completed the basic information on the Enrollment Application.

Your Application ID is: 20080117011721

Please make note of this Application ID. This is the number you will be required to use to track the status of your enrollment application. Without this number, you will not be able to access your application and your information will be deleted.

Please make sure to
calendar days OR yc

Your Application ID is: 20080117011721

Record the Application ID number

8. The Business Process Wizard page appears with Step 1: Provider Basic Information now marked with a status of Complete. If it not complete, click the Step 1: Provider Basic Information hyperlink and finish entering details.

Business Process Wizard - Provider Enrollment (Individual). Click on the Step # under the St... Colu...

Step	Required	Start Date	End Date	Status	Step Rem...
Step 1: Provider Basic Information	Required	03/07/2008	03/07/2008	Complete	
Step 2: Add Specialties	Required			Incomplete	
Step 3: Associate Billing Provider	Required			Incomplete	
...icenses and Co...					

Step 1: Provider Basic Information marked complete

Topic B

Specialties and Subspecialties

After completing the Basic Information, you now need to add Specialties and Subspecialties.

1. Click the Step 2: Add Specialties hyperlink.
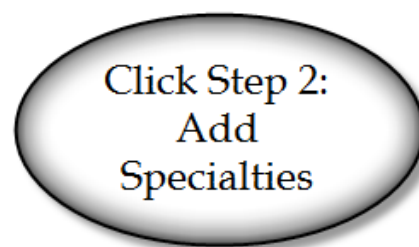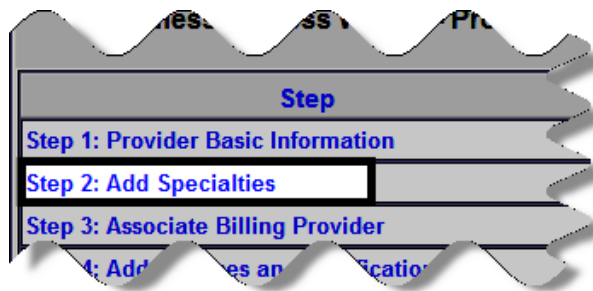
2. You will see the Specialty / Subspecialty List page. Click the Add button near the top of the page to add a specialty.

3. Click the Provider Type drop-down list and select an option. The Specialty drop-down list will automatically populate with choices based on the Provider Type selected.
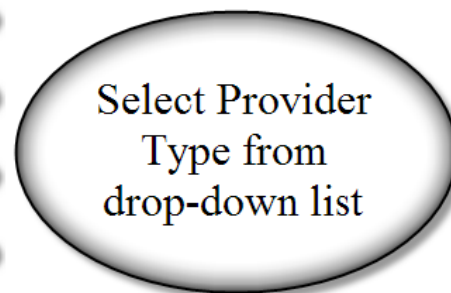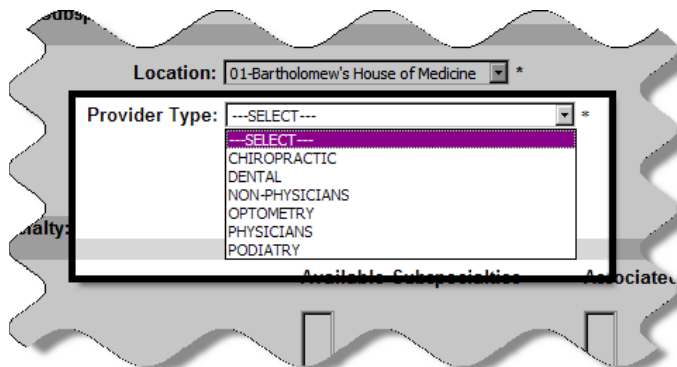
4. Click the Specialty drop-down list and make a selection.

Select Specialty from drop-down list

5. If there are Subspecialties associated with the Specialty you selected, the Available Subspecialties box will be populated with choices associated with that Specialty. Select a Subspecialty from the list and click the [>>] button to add.

6. If there are no Subspecialties associated with the Specialty, the No Subspecialty option will automatically be selected for you.

7. Complete the required fields (marked with an asterisk) and any desired optional fields.

8. Click the [OK] button to close the Add Specialty / Subspecialty window. The Specialty / Subspecialty List page appears and now lists the added information.

Updated Specialty / Subspecialty List

9. Click the [Close] button to close the Specialty / Subspecialty page. You will see the Business Process Wizard with Step 2: Add Specialties be marked Complete. If it is not complete, click the Step 2: Add Specialties hyperlink to finish entering details.

Step 2: Add Specialties marked Complete

Topic C

Billing Provider

Now that you have added your Specialties, you need to associate a Billing Provider to your enrollment application.

1. Click the Step 3: Associate Billing Provider hyperlink.

2. You will see the Billing Provider List page. Click the **Add** button near the top of the page.

3. You will see the Associate Billing Provider page. Fill in the NPI field and the Start Date field.

Enter NPI and Start Date

4. Click the Confirm Provider button.

5. Click the OK button to close the Associate Billing Provider page.

6. You will see the Billing Provider List page appear with the added information.

Billing Provider List is updated

7. Click the [Close] button to return to the Business Process Wizard. You will see Step 3: Associate Billing Provider now marked as Complete. If it is not complete, click the Step 3: Associate Billing Provider hyperlink and finish entering details.

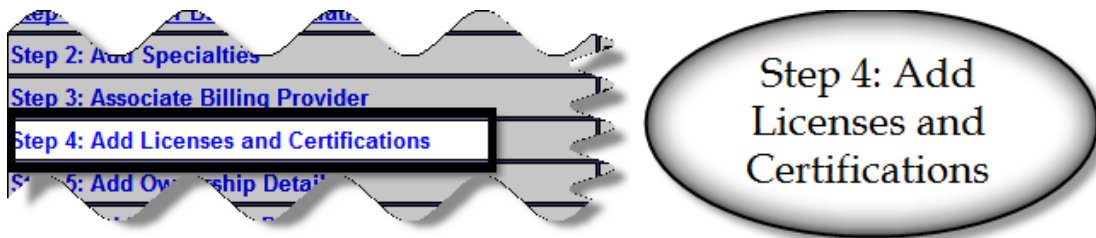Step 3: Associate Billing Provider marked Complete

Topic D

Licenses and Certifications

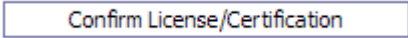The next thing you need to do is add your License and Certification information.

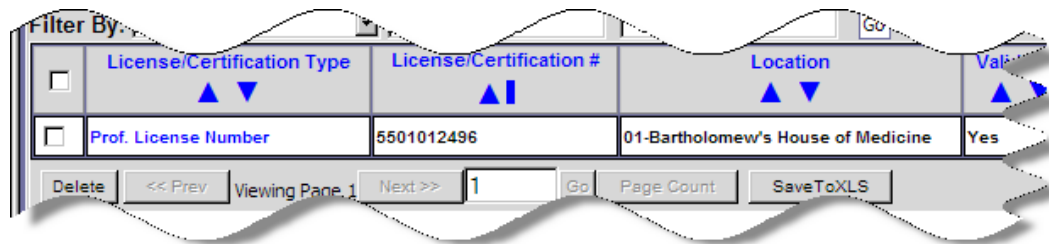1. Click the Step 4: Add Licenses and Certifications hyperlink.

2. You will see the License / Certification List page. Click the Add button near the top of the page.

3. You will see the Add License / Certification page. Select an option from the License / Certification Type drop-down menu.
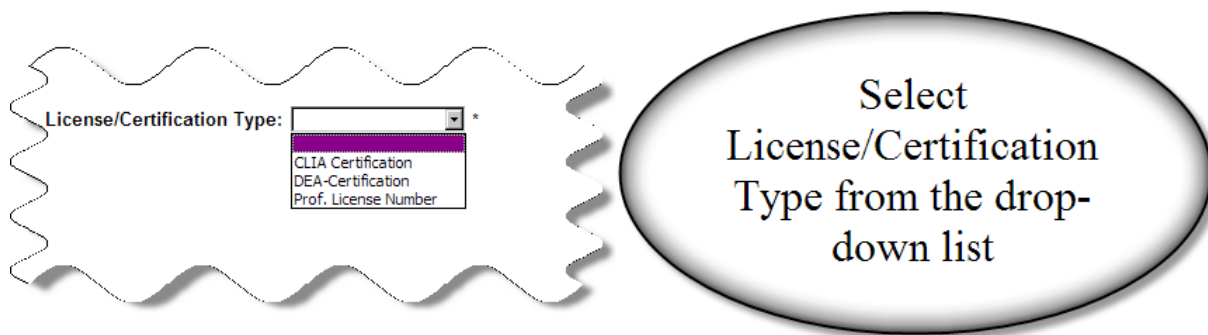
4. Complete the remaining required fields (marked with an asterisk) on the page and click the

   Confirm License/Certification button.

5. Click the OK button to close the Add License/Certification page.

6. You will see the License/Certification List page appear with the added information.

7. Click the [Close] button to return to the Business Process Wizard. You will see Step 4: Add Licenses and Certifications marked Complete. If it is not marked complete, click the Step 4: Add Licenses and Certification hyperlink and finish entering details.

Step 2: Add Special...	Required	03/0...	03/07/2008	Comp...
Step 3: Associate Billing Provider	Required	03/07/2008	03/07/2008	Complete
Step 4: Add Licenses and Certifications	Required	03/07/2008	03/07/2008	Complete
Step 5: Add Ownership Details	Optional			Incomplete
...onomy Details				Incomplete

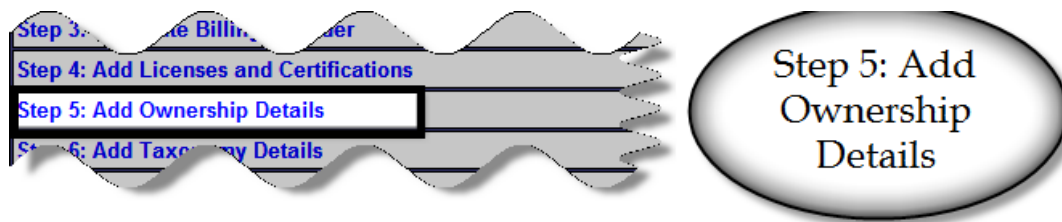Step 4: Add Licenses
and Certifications
marked Complete

TOPIC E

Ownership

The next step you need to complete is to add ownership details to your enrollment application.

1. Click the Step 5: Add Ownership Details hyperlink.

2. You will see the Owners List page appear. On it will be two sections. The top section allows you to list those properties you own completely. The bottom section allows you to list your ownership interests in other entities reimbursable by Medicaid and/or Medicare.

Owners List page: Note the two (2) different sections

3. If you have no other Owned Entities, click the [Close] button to return to the Business Process Wizard, where you will see Step 5: Add Ownership Details now marked complete.

Step 5: Add Ownership Details marked Complete

4. If you need to add information about other entities, click the [Add Other Owned Entity] button.

    NOTE: You only need to include those entities in which you own 5% or more of the entity.

5. You will see the Ownership in Other Medicaid/Medicare Entities page appear. Complete the Address Line 1 field and the Zip Code field. Click the [Validate Address] button.

Enter information in Address Line 1 and Zip Code fields

If CHAMPS recognizes the address, you will see a message appear in the middle of the page indicating "Address validation successful." CHAMPS will also automatically format the address and zip code as well as populate the City/Town and County fields according to USPS standards.

Address validation successful
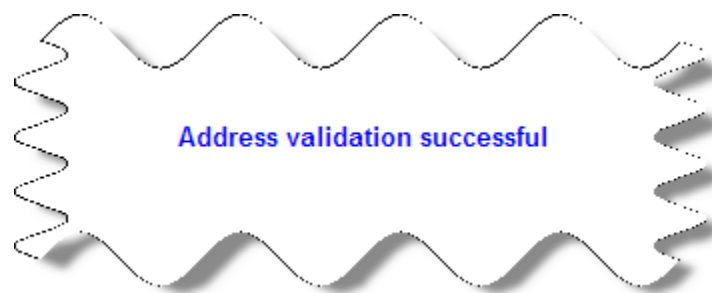
6. Complete the remaining required fields (marked with an asterisk) and any desired optional fields.

7. Click the OK button to return to the Owners List page where you will see the added information in the lower part of the screen.

Added information in lower section of page

8. Click the Close button to return to the Business Process Wizard. Step 5: Add Ownership Details is now marked Complete. If it is not complete, click the Step 5: Add Ownership Details hyperlink to finish adding details.

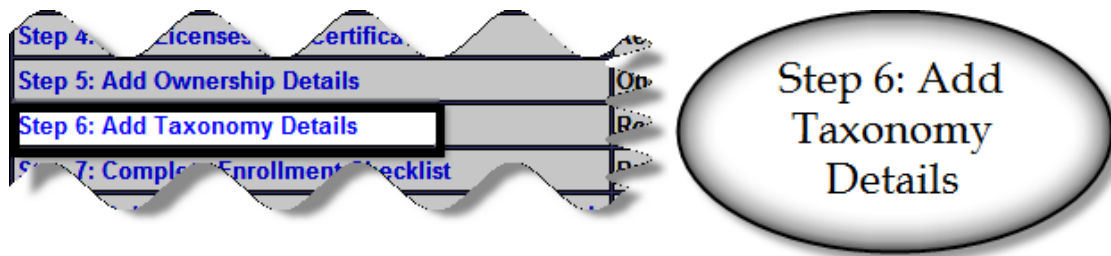Step 5: Add Ownership Details marked Complete

TOPIC F

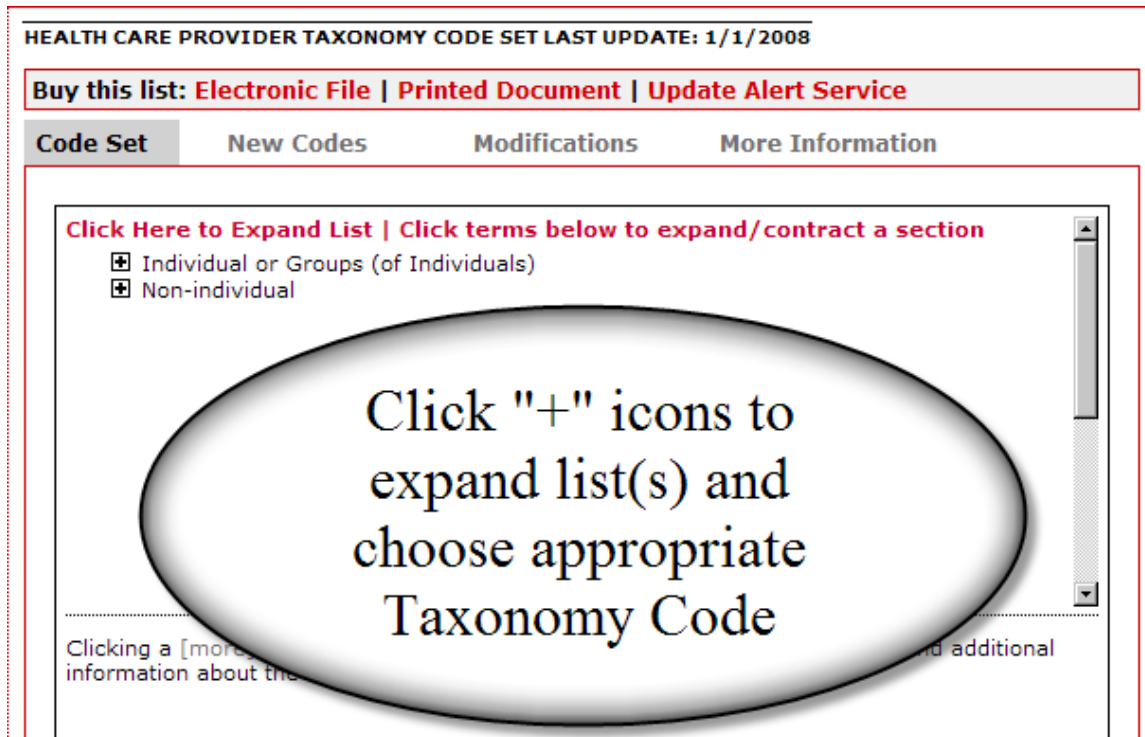## Taxonomy

You now need to add your Taxonomy details.

1. Click the Step 6: Add Taxonomy Details hyperlink.

2. You will see the Taxonomy List page. Click the **Add** button near the top of the page.

3. You will see the Add Taxonomy page. If you know your Taxonomy Code, enter the information in the **Taxonomy Code:** field and click the **Confirm Taxonomy** button.

4. If you do NOT know your Taxonomy Code, click the thin arrow to the left of the note ◀ (Click here for Taxonomy List) next to the Taxonomy Code field. You will see a pop-up webpage with a list of Taxonomy Codes.

5. Find the appropriate Taxonomy Code on the page. You can either write down the code from this page and type it into the field on the Add Taxonomy page or you can highlight the code in the list, copy the information, and paste it into the **Taxonomy Code:** [   ] field on the Add Taxonomy page.

6. Click the [Confirm Taxonomy] button to fill in the CHAMPS Taxonomy Description.

7. Fill in the **Start Date:** [   ] * field with the current calendar date and, if necessary, fill in the Taxonomy End Date with the End Date of the Primary Practice Location.

8. Click the `OK` button to return to the Taxonomy List page, where you will now see the added information.

Taxonomy List page displays added information

9. Click the `Close` button to return to the Business Process Wizard. Step 6: Add Taxonomy Details is now marked as Complete. If it is not complete, click the Step 6: Add Taxonomy Details hyperlink to finish entering details.

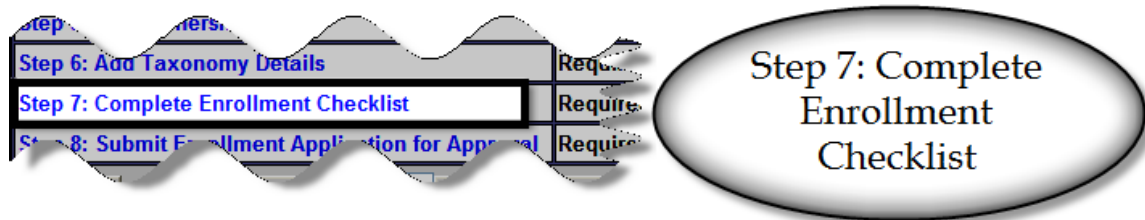Step 6: Add Taxonomy Details marked Complete

TOPIC G

Enrollment Checklist

You now need to complete the enrollment checklist. This is a list of Yes/No questions for you to answer.

1. Click the Step 7: Complete Enrollment Checklist hyperlink.

2. You will see the Provider Checklist page. Read each question on the page.

3. Select either Yes or No in the Answer drop-down menu.

Select an answer from the drop-down list

4. If you answer Yes to any but the last two (2) questions, you **MUST** provide additional information in the Comments field.

Provide comments for "Yes" answers to any but the last two (2) questions

5. After you answer all of the questions, click the Save button.

6. Click the [Close] button to return to the Business Process Wizard, where you will see Step 7: Complete Enrollment Checklist marked Complete. If it is not complete, click the Step 7: Complete Enrollment Checklist and finish entering details.

Step 5: Add Ow... ...etails	Optional	03/07/2...	...07/2008	Complete
Step 6: Add Taxonomy Details	Required	03/07/2008	03/07/2008	Complete
Step 7: Complete Enrollment Checklist	Required	03/07/2008	03/07/2008	Complete
Step 8: Submit Enrollment Application for Approval	Required			Incomplete

Step 7: Complete Enrollment Checklist marked Complete

TOPIC H

Modify Application in Process

After you start the enrollment process, you have thirty (30) calendar days to complete your application. If you do NOT complete your application within thirty (30) calendar days of the original start date, your information will be deleted and you will have to start again.

If you are unable to complete the application process, you have the ability to return to an enrollment application, as long as it is within thirty (30) calendar days of the original start date.

1. To modify an existing enrollment application that has NOT been submitted, click the Provider Enrollment hyperlink on the Provider tab.
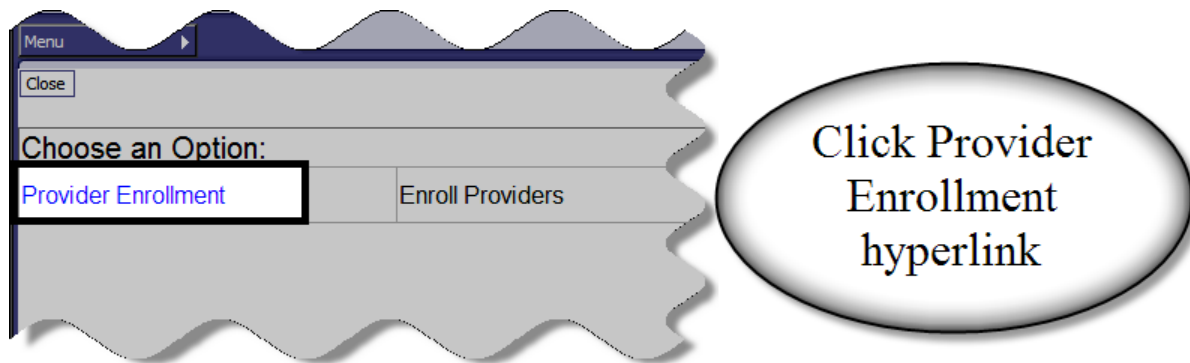
2.   Click the Track Application hyperlink.
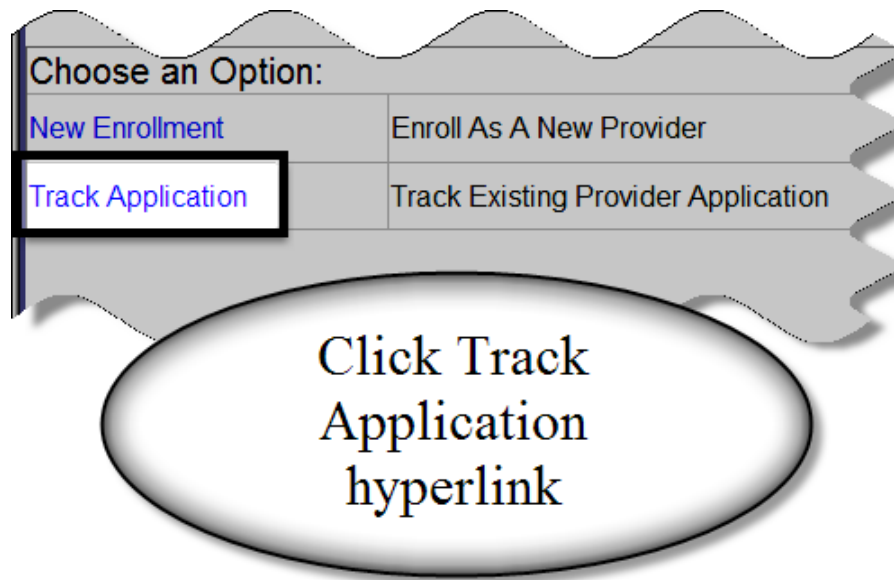
3.   Enter your Provider Application ID number into the **Application ID:** [＿＿＿＿] * field.

4.   Press the [Submit] button.

5. The Business Process Wizard will appear. Click any of the Step hyperlinks to continue the application process or to edit any Steps as needed.

Enroll Provider ~~ual:

Business Process Wizard - Provider Enrollment (Individual). Click on the Step # under the Ste Colu

Step	Required	Start Date	End Date	Status	Step Rema
Step 1: Provider Basic Information	Required	03/07/2008	03/07/2008	Complete	
Step 2: Add Specialties	Required	03/07/2008	03/07/2008	Complete	
Step 3: Associate Billing Provider	Required	03/07/2008	03/07/2008	Complete	
Step 4: Add Licenses and Certifications	Required	03/07/2008	03/07/2008	Complete	
Step 5: Add Ownership Details	Optional	03/07/2008	03/07/2008	Complete	
Step 6: Add Taxonomy Details	Required	03/07/2008	03/07/2008	Complete	
Step 7: Complete Enrollment Checklist	Required	03/07/2008	03/07/2008	Complete	
Step 8: Submit Enrollment Application for Approval	Required	03/07/2008	03/07/2008	Complete	

Page ID: --BPWIndividualStart(Provider)   Environment: UAT (Build: 1.10)   Server Time: 03/07/2 EST

Click any of the Step hyperlinks to make changes

Topic I

Submit Application

After you have completed all of the required steps on the Business Process Wizard, your enrollment application is ready to be submitted.

NOTE: Once you submit your enrollment application to the State for approval, you will **NOT** be able to make any changes to the information in your application until it has been approved.

1.   Click the Step 8: Submit Enrollment Application for Approval hyperlink.
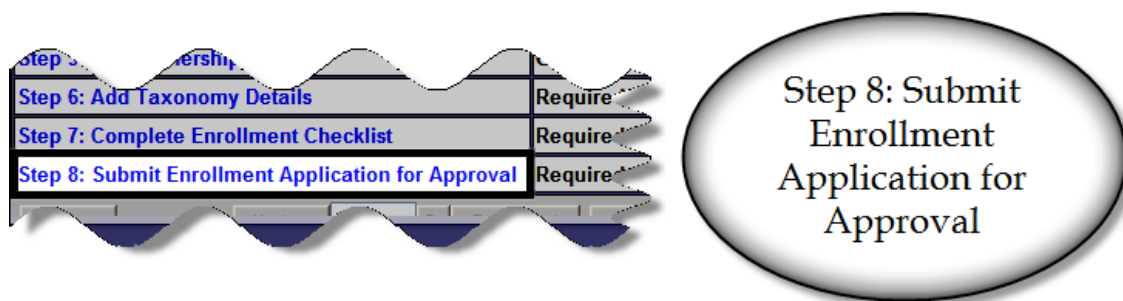
2. You will see the Final Submission page. On it will be your Application ID number and your Enrollment Type. There is a brief statement on this page that you will need to read.

Close | Next
Final Submission:

Application ID: 20080123939976   **Enrollment Type:** Individual/Sole Proprietor

The information submitted for enrollment shall be verified and reviewed by the State.
During this time, any changes to the information shall not be accepted.

I agree that the information submitted as a part of the application is correct (Private and Confidential).

Final Submission page with statement to be read

3. Click the Next button.

4. You will see the Medical Assistance Provider Enrollment & Trading Partner Agreement – Conditions page. Read through this information carefully.

5. At the bottom of the page, after you have read the information, click the box in front of the statement that reads, "By checking this, I certify that I have read and that I agree and accept the enrollment conditions in the Medical Assistance Provider Enrollment & Trading Partner Agreement."

6. Click the ⬚Submit Application button at the top of the page.

7. You will see a pop-up message indicating your application was successfully submitted for State review. Click the OK button to close the pop-up message.

Windows Internet Explorer	✕
⚠ Your Application Number 20080118906297 has been successfully submitted for State review. Return to CHAMPS with this application number to track the status of your application.	

OK

Click OK to close
the message window

8. Click the ⬚Close button to return to the Business Process Wizard, where you will see Step 8: Submit Enrollment Application for Approval marked as Complete. If it is not complete, click the Step 8: Submit Enrollment Application for Approval hyperlink to finish entering details.

Step 6: Add Ta... ...ails	Required	03/07...	...7/2008	Complet...
Step 7: Complete Enrollment Checklist	Required	03/07/2008	03/07/2008	Complete
Step 8: Submit Enrollment Application for Approval	Required	03/07/2008	03/07/2008	Complete

...idualStart(Provider)   F...   ...(Build: 1.10)   Server Time: 03/0...
                                                                                                    EST

Step 8: Submit
Enrollment Application
for Approval marked
Complete

LESSON 4 – MANAGE PROVIDER RECORD

Lesson 4 – Manage Provider Record

Introduction

Once your enrollment application has been approved by MDCH it becomes your Provider Record. Your Provider Record can be changed if you need to add new information (like a new Specialty) or if you need to edit the existing information (like your Mode of Claim Submission).

Any changes you make to your Provider Record will be submitted to the State as a Modification Request. If you submit a Modification Request to the State, you will be unable to make changes to your Provider Record until the request has been approved.

Lesson Objectives

In this lesson you will learn how to manage your Provider Record and submit Modification Requests. You will:

- Select a domain
- Access the Provider Portal
- Manage a Provider Record
- Submit a Modification Request

Lesson Topics

- Topic A – Selecting a Domain
- Topic B – Provider Portal Overview
- Topic C – Manage Provider Record
- Topic D – Submit Modification Request

Topic A

Selecting a Domain

Once your enrollment application has been approved by the State, the page you see when you log into CHAMPS will look different.

If you have more than one Provider Record to maintain, you will see a Domain selection page when you first log into the CHAMPS website.

Select the Domain: Bart Bartholomew - 2468024680 *

Select a profile to use during this session: Provider * Go

Domain Selection page

To select a Domain, you will need to do the following:

1.   Click on the Select the Domain drop-down menu and select a Provider/NPI from the list.

2.   Click on the Select a profile drop-down menu and select an option.

3.   Click the Go button.

4. You will see the Provider Portal page.

Topic B

Provider Portal Overview

The Provider Portal page gives you a variety of options. This is the page you will see when you log into CHAMPS if you do NOT have more than one Provider Record to maintain.

NOTE: The hyperlinks described in this lesson may not be accessible to all users depending on their profiles in CHAMPS.

There are different hyperlinks on the Provider Portal.

Track Application
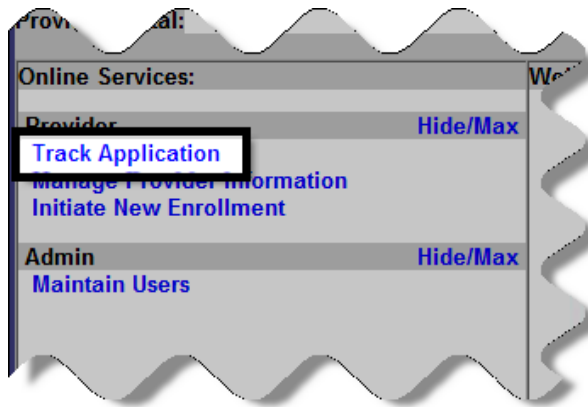
Click Track Application hyperlink

Clicking the Track Application hyperlink takes you to a page that allows you to enter an Application ID to either track the progress of a submitted enrollment application or to continue with the completion of a non-submitted enrollment application.
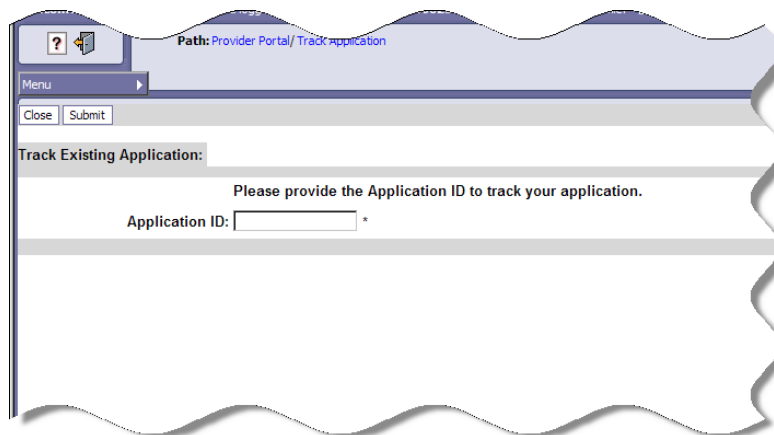
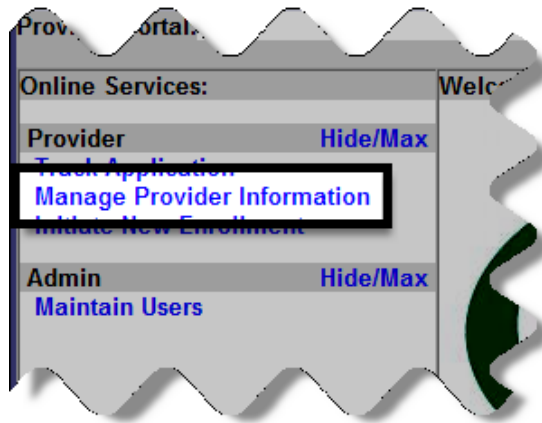After clicking the Track Application hyperlink, you will see the Track Existing Application page.

Enter Application ID

Manage Provider Information

Clicking the Manage Provider Information hyperlink will take you to the Business Process Wizard for the Provider Record.
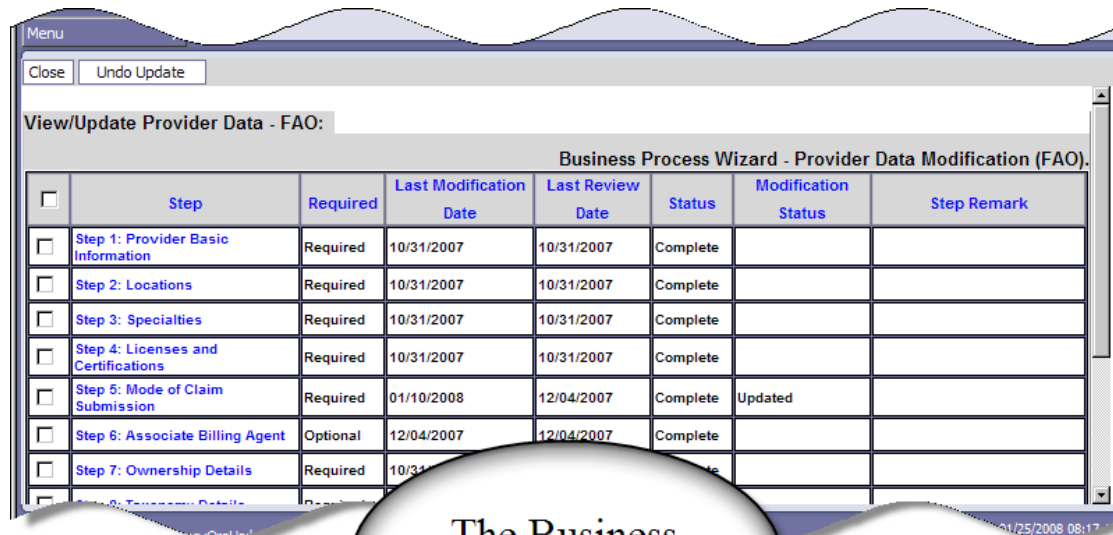
Initiate New Enrollment

Click Initiate New Enrollment hyperlink
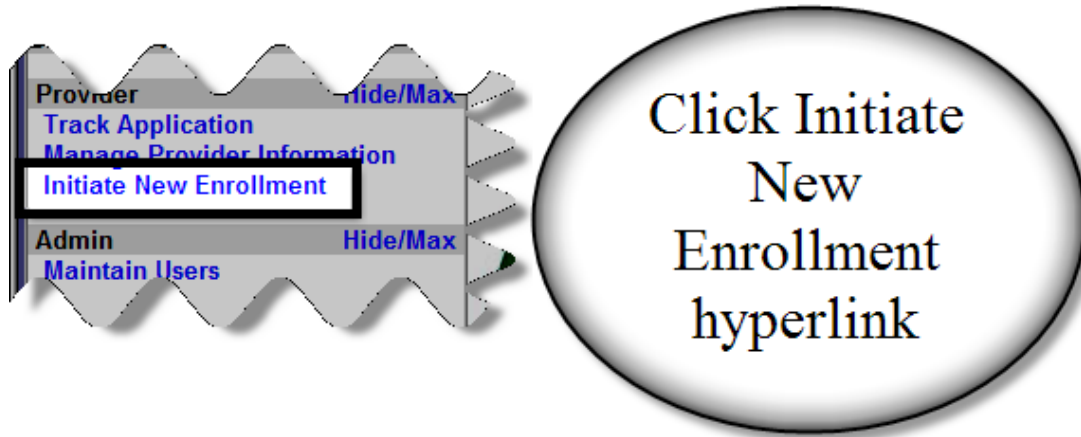
Clicking the Initiate New Enrollment hyperlink will take you to a page that allows you to start a new enrollment application for an Individual/Sole Proprietor, a Group Practice, or a Facility/Agency/Organization.

Begin a new enrollment application

Maintain Users
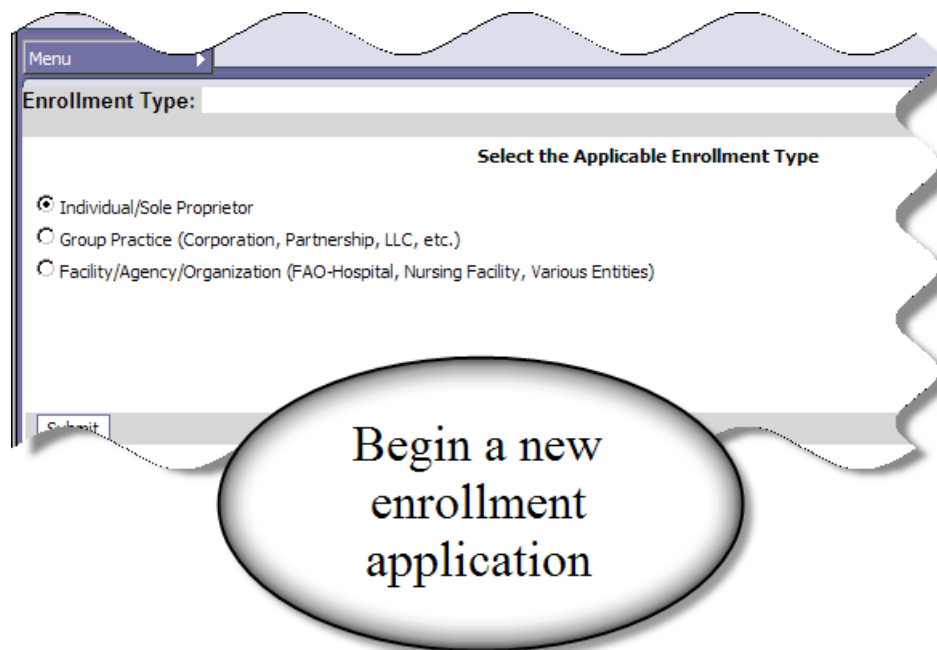
Click Maintain Users hyperlink
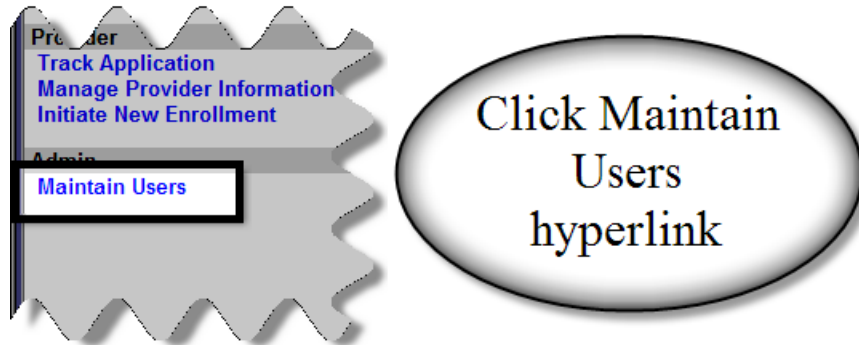
Clicking the Maintain Users hyperlink will take you to the Manage Users page, where users are listed. Clicking the Name hyperlinks will allow you to make changes to user's access.

Manage Users page example
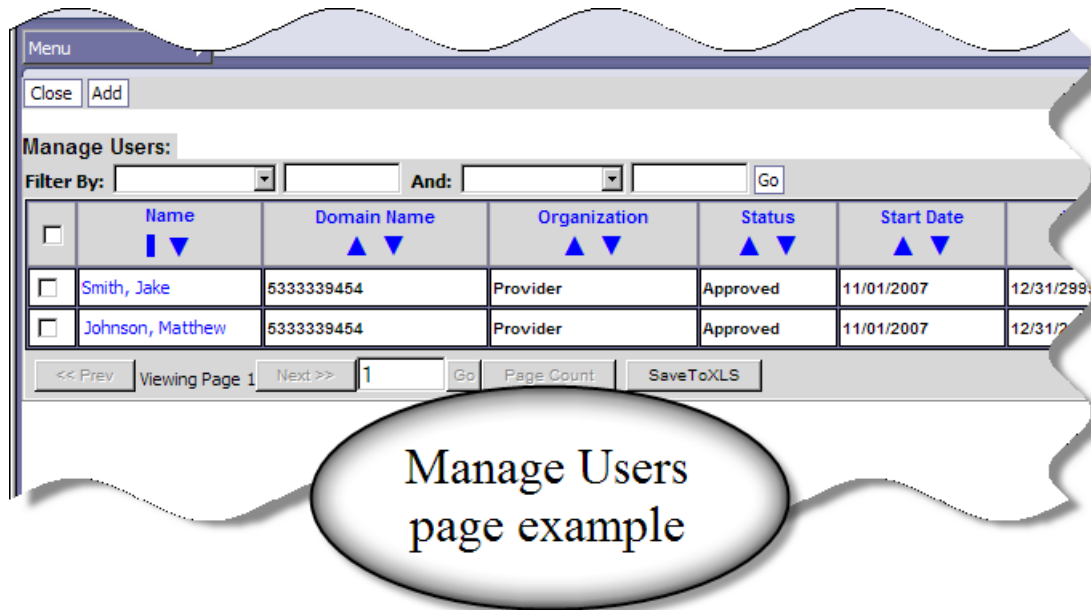
Topic C

Manage Provider Record

After your enrollment application has been accepted by the State, you have the ability to make changes to the information in your Provider Record.

NOTE: If you make a modification to your Provider Record and do NOT submit those changes within seven (7) calendar days, the system will delete or purge the changes.

1. Click the Manage Provider Information hyperlink.

2. You will see the Business Process Wizard for the Provider Record. Click on the Step hyperlink to make changes to the information on record.
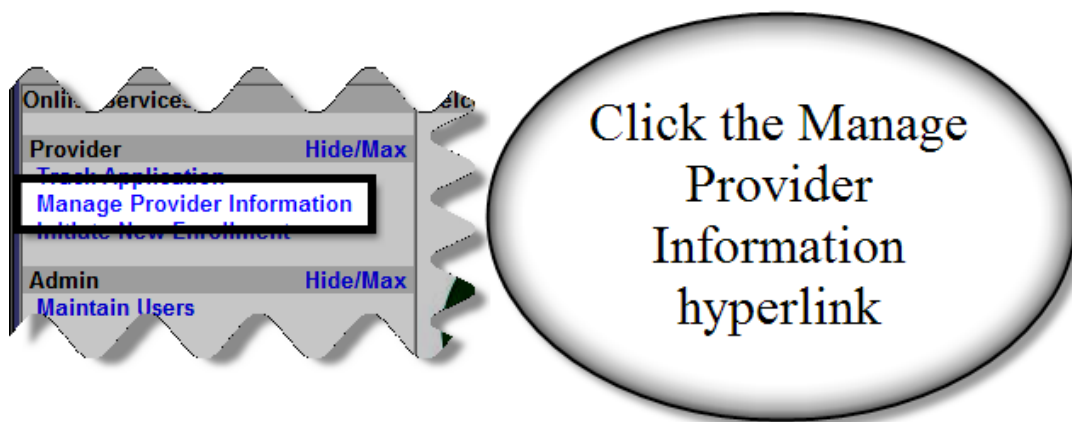

	Step	Required	Last Modification Date	Las
☐	Step 1: Provider Basic Information	Required	10/31/2007	1u.
☐	Step 2: Locations	Required	10/31/2007	10/
☐	Step 3: Specialties	Required	10/31/2007	1.
☐	Step 4: Licenses and Certifications	Required	10/31/2007	10/2
☐	Step 5: Mode of Claim Submission	Required	01/10/2008	12.
☐	Step 6: Associate Billing Agent	Optional	12/04/2007	12/
	Step 7: Own Details	ed	10/31	1.

Click a Step hyperlink to make changes

3. You have the option to either end-date the current information (for example an association with a Billing Provider) or to alter the current information (for example your Mode of Claim Submission).

Topic D

Submit Modification Request

After you have made changes to the information in your Provider Record, you need to submit a modification request to the State for your information to be updated.

NOTE: When your modification request has been submitted to the State, you will only be able to view your Provider Record until those modifications have been approved by the State. You will also be unable to make any additional changes to your Provider Record until those modifications have been approved.

1. Click the Complete Modification Checklist hyperlink.
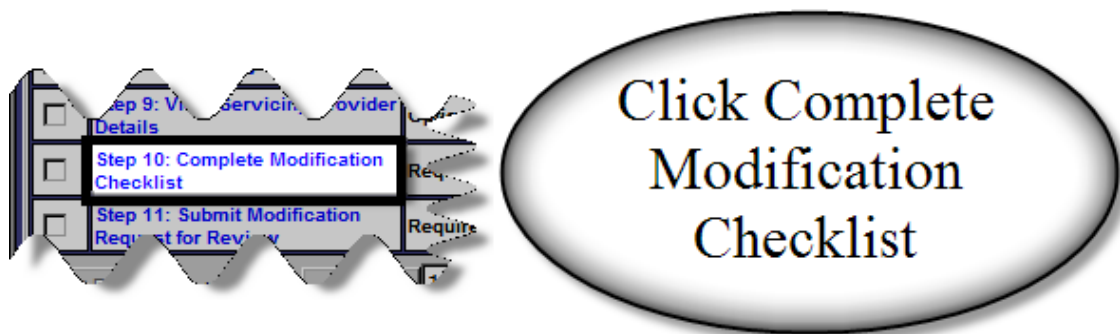
2. You will see the Manage Provider Checklist page with a list of questions. Answer the questions using the drop-down list for each.

Select an answer to each question

3. If you answer Yes to the question about "Retro Enrollment Date," you need to provide additional information in the "Comments" section.
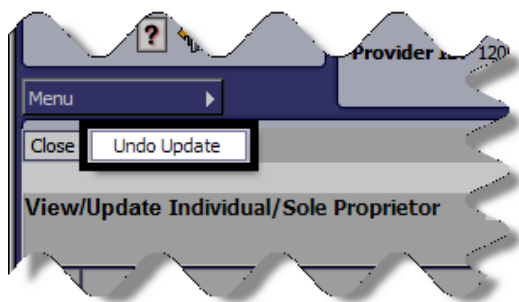

Provide additional information in Comments for Yes answer

4.	Click the [Save] button after you have answered each question.

5.	Click the [Close] button to return to the Business Process Wizard where the Complete Modification Checklist step will be marked Complete.

☐	Step 8: Ta... ...tails	Required	...007	10/31/2...	Complete	
☐	Step 9: View Servicing Provider Details	Optional	10/31/2007	10/31/2007	Complete	
☐	Step 10: Complete Modification Checklist	Required	01/25/2008	12/17/2007	Complete	Updated
☐	Step 11: Submit Modification Request for Review	Required	10/31/2007	10/31/2007	Incomplete	Mc... been...

Complete
Modification
Checklist marked
Complete

NOTE: If updates were made in error, you can mark the incorrect update by checking the box to the left of the step and clicking the [Undo Update] button. The Modification Status of the marked step will change to a blank field and modifications will be removed.
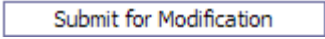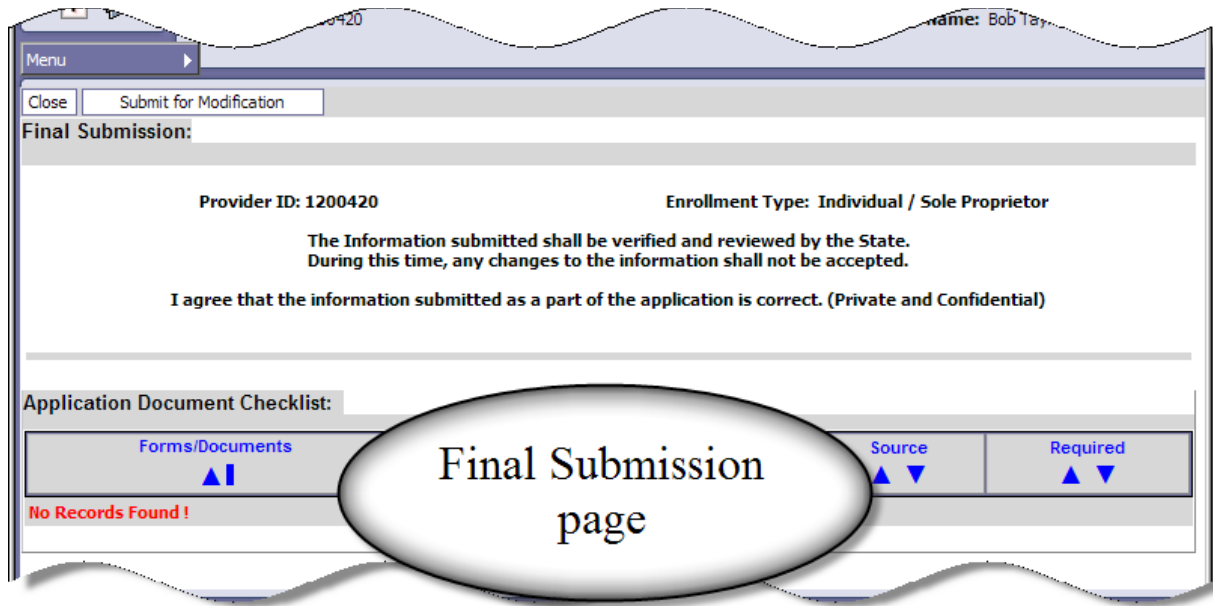

6. Click the Submit Modification Request for Review hyperlink.

7. You will see the Final Submission page. Click the **Submit for Modification** button.

8. You will see a pop-up message indicating your Modification Request was submitted. Click the OK button to close the pop-up window.
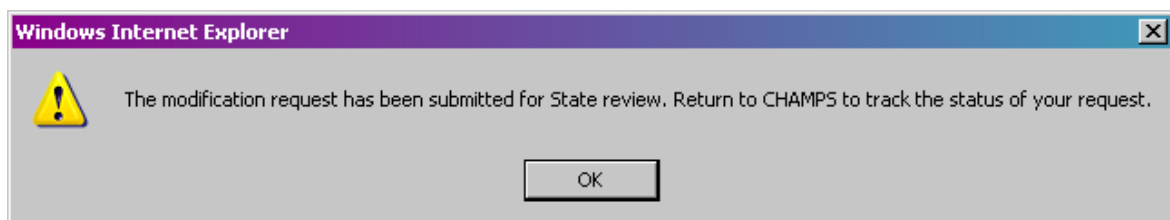
9. You will be returned to the Business Process Wizard where you will see the Modification Status updated to In Review and Step 9: Submit Modification Request for Review marked Complete.

10. Click the Close button to return to the Provider Portal.

APPENDIX A – ACRONYMS AND ABBREVIATIONS

APPENDIX A – ACRONYMS AND ABBREVIATIONS

Acronym / Abbreviation	Definition
BPW	Business Process Wizard
CHAMPS	Community Health Automated Medicaid Processing System
DDE	Direct Data Entry
DEG	Data Exchange Gateway
EIN	Employer ID Number
ePHI	Electronic Protected Health Information
FAO	Facility, Agency, Organization
HIPAA	Health Insurance Portability and Accountability Act
ID	Identification
MAIN	Michigan Administrative Information Network
MCO	Managed Care Organization
MDCH	Michigan Department of Community Health
MMIS	Medicaid Management Information System
NPI	National Provider Identifier
PE	Provider Enrollment
PHI	Protected Health Information
P.O.	Post Office
SSN	Social Security Number

Acronym / Abbreviation	Definition
SSO	Single Sign-On
URL	Uniform Resource Locator, Web Address
USPS	United States Postal Service
XLS	Excel Spreadsheet

CHAMPS Hotline Information

Please direct any questions or concerns about CHAMPS to the CHAMPS Hotline.

- Phone – 1-888-643-2408
- E-mail – CHAMPS@michigan.gov